NUNAVUT
BUSINESS AND LEADERSHIP CAREERS
Office Administration

PROGRAM REPORT

075
Office Administration Program

Start Term: No Specified Start Date
End Term: No Specified End Date
Program Status: Approved
Action Type: N/A
Change Type: N/A
Discontinued: No
Latest Version: Yes

Program Details

075 - Office Administration Program
Start Term: No Specified Start Date
End Term: No Specified End Date

Program Details

Code
075

Title
Office Administration Program

Start Term
No Specified Start Date

End Term
No Specified End Date

Total Credits

Institution
Nunavut

Faculty
Business and Leadership Careers

Department
Office Administration

General Information

Eligible for RPL
No

Description
This is an ideal program for those who would like to embark on a career in Office Administration. It provides students with opportunity to acquire the knowledge and skills needed to enter employment as secretaries, typists, receptionists, word processing operators, finance clerks, administrative clerks, and other office related positions. Students develop their office skills, learn administrative procedures, and study computer applications using Microsoft Office and other software packages. The program emphasizes the development of strong technical, communications, and human relations skills and includes courses on document production. In addition, students gain practical experience in the workplace through a practicum.Diploma Year:This portion of the program will build on the skills developed in the Certificate level and will provide students with the required skills for employment as Executive Secretaries or Administrative assistants in the public and private sectors.

Inuit Qaujimaningit

Career Opportunities

Program Learning Outcomes

Program Objectives

Graduates of this program will reliably demonstate the ability to:

1. apply scheduling, task coordination, and organizational skills to facilitate the completion of tasks and to meet dealines in the workplace.

2. locate and manage data and information from a variety of electronic and paper sources.

3. organize and process electonic and paper communications to assist the flow of information in the workplace.

4. record financial information for the workplace within a specifired time frame using appropriate document formats, procedures, and software.

5. produce accurate business documents by a specified deadline using available computer techology.

6. use effictive interpersonal skills in the workplace to assist the completion of individual and team tasks and to promote the image of the organization.

7. research, develop, and prepare draft reports substantiating the resourses or services for the workplace using written and oral presentation techniques and appropriate technology.

8. use the Internet and its tools to conduct research.

9. demonstrate administrative skills to enhance the effective operation of the workplace.

Program Delivery Model
Classroom

Admission Requirements

Applicants wishing to apply to this program must:

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- Be 17 years of age or older

- Have a high school diploma or equivalent or take appropriate Arctic College placement exams with acceptable scores

Applicants without the educational qualifications who are 19 years of age or older may be accepted as mature students, based on experience and on individual assessment.

Diploma Year

- Possess a Nunavut Arctic College Certificate in Office Administration or an equivalent certificate from another recognized training institution;

Individuals wishing to receive advanced standing, transfer credits, or challenge credit for a course must present their case to the program manager.

Applicant Assessment

When applying, applicants should submit 3 letters of reference and a letter of interest explaining why he/she would like to enrol in the program. The Program Selection Committee, through the Registrar's Office at the appropriate campus will assess all applicants. Application assessment will be based on the documents submitted. A personal and/or telephone interview may be required.

Program Admission

Students meeting the above program requirements may be admitted to the program. Applicants who do not possess the above qualifications may still apply, but they will be required to complete the Nunavut Arctic College Placement Package in order to assess their academic competency levels. Preference is given to the residents of Nunavut.

Program Information

This program trains people for entry level employment in business, industry and government as secretaries, word processors, data entry clerks and many of office jobs.

Each level of the program requires completion of eight core courses plus two electives from an approved list of courses. (30 credits per year). Electives may vary according to availability of resources. Students who have successfully completed the Record of Achievement in Community Office Procedures may apply for transfer credit where possible.

Selection Process

Application| Letter of Intent| Reference Letter(s)| Transcripts

Practicum or Work Experience

Credential

Certificate

Yes

Length of Program

Degree

Yes

Length of Program

Diploma

Length of Program

ROA

Length of Program

ROP

Length of Program

Graduation Requirements

Graduation Requirements

Certificate Level:

- The students must complete all ten (10) courses (30 credits) and the practicum to receive the Certificate in Office Administration.

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- The pass mark for each course is 50%

- The students must have an overall average of 60% or better to graduate.

- Students must successfully complete the Certificate in Office Administration plus an additional 10 courses and a second year practicum;

- The pass mark for each course is 50%.

- The student must have a cumulative average of 60% or better to graduate.

Graduation Eligibility

Graduation Eligibility

Mandatory

Mandatory

Certificate Core Courses:

Students must complete all core courses plus two electives

075-104   Office Procedures (3 credits)

031-111   Management Communications (3 credits)

075-101   Keyboarding (3 credits)

031-142   Spreadsheets (3 credits)

031-145   Introduction to Microcomputers (3 credits)

075-121   Proofreading and Editing (3 credits)

075-137   Inuktitut/Inuinnaqtun (3 credits)

075-150   Business Mathematics (3 credits)

075-108   Practicum (Non credit)

Diploma Core Courses

Must complete Certificate Requirements and all Core Courses plus 2 Electives

075-210   Advanced Word Processing (3 credits)

075-200   Personal/Professional Development (3 credits)

075-202   Windows, Networking, and Graphing (3 credits)

031-272   Human Resource Management (3 credits)

075-204   Executive Office Procedures (3 credits)

031-191   Introduction to Government (3 credits)

031-242   Automated Accounting (3 credits)

075-203   Practicum II (Non credit)

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Electives

Electives

Certificate and Diploma Elective Courses:

075-111   Automated Bookkeeping (3 credits)

075-140   Records Management (3 credits)

074-110   Introduction to Accounting (3 credits)

075-144   Administrative Procedures (3 credits)

031-151   Principles of Management (3 credits)

075-210   Advanced Word Processing (3 credits)

033-100   Desktop Publishing (3 credits)

031-241   Database Management (3 credits)

079-210   Portfolio Development (3 credits)

031-135   Financial Accounting "A" (3 credits)

Course Descriptions

Course Descriptions

075-104   Office Procedures

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This course will prepare students for entry into the office administration work force and will develop skills and attitudes conductive to a harmonious work environment. Areas of intensive study include postal information and mail handling, telephone techniques, communications systems, reception duties, cash control, and many other skills and behaviour-related topics.

031-111 Management Communications

The student in this course is presented with guidelines for effective written communications between management, the public, and other government departments. Students are introduced to written outlines and structure, report writing, effective letters and memos, summarizing, information, public speaking, listening skills, and planning, chairing and taking minutes at meetings.

075-101 Keyboarding

This course will enable students to develop correct techniques to touch type at a minimum speed of 20 wpm with no more than a 5% error rate.

031-142 Spreadsheets

The students are introduced to microcomputer spreadsheets to develop skill in crating and using them. The course familiarizes students with potential management applications of spreadsheets. Problem-solving exercises are used to reinforce newly acquired skills.

031-145 Introduction to Microcomputers

The student is introduced to microcomputer hardware, software, and operations. The course is designed to give students a conceptual and operational understanding of operating systems and software applications with an emphasis on word-processing. The students will be bale to use many practical examples to reinforce and enable the students to acquire usable skills.

075-121 Proofreading and Editing

Students will learn how to proofread and edit for grammar, spelling, punctuation, clarity, and style. Additionally, a more in-depth knowledge of the English language will give the students the ability to participate more fully in any learning exercises where precision and critical thinking are needed.

075-137 Inuit Language for Business

This course focuses on the study of Inuktitut/Inuinnaqtun with an emphasis on the language and issues pertaining to the world of business. Special emphasis on reading, speaking, and writing in order to enhance the effectiveness of professional communications, especially the projected economic growth sectors of tourism, resources, health, and education.

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075-150   Business Mathematics

The student is introduced to the key concepts in basic business mathematics. The course will include a review of basic arithmetic operations, whole numbers, order of operation, decimals, rounding off, fractions, ratio, averages, per cent, discounts, and simple compound interest.

075-108   Practicum

The student is placed with an appropriate organization for a period of time to perform office duties. Feedback from the student and the supervisor at the work place is gathered for an assessment of the student's performance on the job.

075-210   Advanced Word Processing

This course will enable the students to gain an in-depth knowledge of word processing software. Concepts such as tables, graphics, macros, styles, merging and various other techniques will be covered.

075-200   Personal and Professional Development

This course will serve to strengthen previously studied skills in office behaviours and attitudes to develop characteristics and habits appropriate for executive office positions. Individual skills in self-evaluation, career advancement, team building, networking, and role analysis will be developed. Interpersonal skills aimed at meeting the human challenges presented in a busy office will be emphasized.

075-202   Windows, Networking and Graphics

Students will learn to use Windows to invoke application programs as well as using Windows accessories to perform other job-related tasks. Students will learn to use graphics applications allowing them to import images, modify and apply them as required in the production of pamphlets, posters, etc. Use of communications' hardware and software will be emphasized as will the use of networks including Internet for research, information gathering and communications purposes. Students will also be introduced to software installations and upgrading. Basic concepts of troubleshooting will be discussed and applied.

031-272   Human Resource Management

The student is introduced to the role of Human Resource Management within organizations. In addition to identifying factors that impact on Human Resource Management, different areas are discussed which include recruitment, selection, job evaluation, compensation, benefits and administration, training and development, and employee relations. The general principles of Human Resource Management, as well as future trends are reviewed.

075-204   Executive Office Procedures

Students will enhance their skills by delegating, coordinating, chairing events, analysing, problem solving, and applying decision-making techniques. Students will become familiar with accepted protocol relative to political, business, and other environments.

031-191   Introduction to Northern Government

This course is designed to introduce students to politics and structure of governments with special emphasis to the emerging structures of the government of Nunavut including aboriginal self-government.

031-121   Management Mathematics

The student will review basic arithmetic operations, algebra and ratio. The course also covers invoicing, interest, annuities and bonds.

075-111   Automated Bookkeeping

This course introduces the basic concepts of bookkeeping, including analysis of business transactions, debits & credits, journals & ledgers and their uses, trial balance & financial statements for service and merchandising businesses under partnerships, and sole proprietorships. Accounts Payable (A/P), Accounts Receivable (A/R), cash control, and payroll are also discussed. The General Ledger, A/P, A/R, and Payroll modules of Simply Accounting are used to emphasize the automation of bookkeeping.

075-203   Practicum II

The student is placed with an appropriate organization to perform duties associated with the Executive Secretary or Administrative position. Feedback from the student and the supervisor at the worksite is gathered and used to complete the assessment of the student's performance on the job.

Electives:

075-111   Automated Bookkeeping

This course introduces the basic concepts of bookkeeping, including analysis of business transactions, debits & credits, journals & ledgers and their uses, trail balance & financial statements for service and merchandising businesses under partnerships, and sole proprietorships. Accounts Payabe (A/P), Accounts Receivable (A/R), cash control, and payroll are also discussed. The General Ledger, A/P, A/R, and Payroll modules of Simply Accounting are used to emphasize the automation of bookkeeping.

075-140   Records Management

This course will enable the students to manage documents efficiently using alphabetic, numeric, geographic

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and subject filing systems. The students will have realistic experiences in the application of the rules, methods and procedures using both manual and automated techniques and in accordance with the GN Archives Act.

074-110   Introduction to Accounting

This is an introductory course in financial accounting. Emphasis is placed on developing practical accounting skills through the use of simulations and cases in bookkeeping, analysis of transactions, payroll, trial balances, bank reconciliation, GST and preparing financial statements for local community organizations.

075-144   Administrative Procedures

Areas of study include time management, organizational skills, problem solving, electronic mail, office protocol, professionalism, travel arrangements, meeting and conference preparation and procedures, research, ergonomics, and related topics.

031-151   Principles of Management

The student is introduced to widely accepted management theories and practices. Case studies, discussions, and other assignments reinforce the application of concepts introduced to the student.

075-210   Advanced Word Processing

This course will enable the student to gain an in-depth working knowledge of the word processing software. Concepts such as tables, graphics, macros, styles, merging and indexes will be covered.

033-100   Desktop Publishing

The student will create a variety of publications using text and graphic elements and templates.

031-241   Database Management

The student is introduced to microcomputer database and is familiarized with their potential management applications. Students will be taught the skills required to create, develop and use a database.

079-420   Portfolio Development

Learners will work to create a prior learning portfolio that identifies and provides evidence of the skills, knowledge, and attitudes that they have learned from all areas of their lives. This will be accomplished by reflecting on formal and informal education experiences related to all areas of life, including family, community, land, traditional activities, work experiences, and education/training. Portfolio documentation will vary from learner to learner, depending on their specific life experience, but it will usually include narratives,

samples of work, photographs, transcriptions of information about learner's life experiences. The focus of the first half of the course is the exploration and identification of life learning. The second half of the course is to analyze life learning, identify personal strengths, and create a plan to achieve personal goals, and explore the use of portfolio in various contexts.

031-135   Introduction to Financial Accounting 'A'

the student is introduced to financial accounting. Concepts and principles are examined including accounting for assets and liabilities, owner's equity, and the preparation of financial statements.